

ANNUAL REPORT 2024

non-profit
leadership
centre

volunteer
lethbridge



Volunteer Lethbridge is located on lands traditionally occupied by Siksikaitsitapi, the Blackfoot Confederacy. Blackfoot lands extend north to south from the North Saskatchewan River in Alberta and Saskatchewan to the Yellowstone River in the state of Montana, and east to west from the Great Sand Hills in the province of Saskatchewan to the mountainous Continental Divide. Today, four nations make up Siksikaitsitapi: the Apaitsitapi or Kainai (Blood Tribe), the Aapatohsippiikani or Piikani Nation, the Siksika Nation in southern Alberta, as well as the Ampskaapi'piikani or Blackfeet Tribe in northern Montana. As both the traditional and current Land Keepers of this area, the Blackfoot Nations have welcomed people from other Indigenous territories, including all signatory Nations of Treaty No. 7, members of the Foothills Métis District 1, and non-Indigenous people who have come to call the City of Lethbridge home.



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www.VolunteerLethbridge.com



324 - 5th Street South, Lethbridge, AB



(587) 425-6962



VOLUNTEER LETHBRIDGE

Promote and Support Volunteerism

A community where volunteerism is celebrated and accessible to all.



Advocate for the Nonprofit Sector

A robust and well-supported nonprofit ecosystem.



Increase Financial Stability

Volunteer Lethbridge achieves financial independence, enabling sustained support for the nonprofit sector and strategic growth.



Convene Communities

A connected and collaborative community.



Sustain and Improve Operational Excellence

A well-managed and forward-thinking Volunteer Lethbridge.



Mission

We champion volunteerism and strengthen nonprofits by connecting diverse volunteers and nonprofit organizations, enhancing community well-being and resilience

Vision

Our community thrives on the strength of volunteerism, where everyone has the opportunity to contribute, and nonprofits collaborate to create meaningful change.

Our plan outlines a bold vision to strengthen volunteerism and support nonprofits in Southern Alberta. Grounded in *core values of inclusivity, collaboration, innovation, integrity, and empowerment*, the plan prioritizes five strategic pillars: Promoting and Supporting Volunteerism, Advocating for the Nonprofit Sector, Convening Communities, Sustaining Operational Excellence, and Increasing Financial Stability. Key initiatives include expanding volunteer opportunities, amplifying nonprofit voices, fostering collaboration, enhancing organizational effectiveness, and diversifying funding sources. With measurable goals and a commitment to long-term impact, this plan ensures Volunteer Lethbridge continues to be a catalyst for a thriving, connected, and resilient community.

MESSAGE FROM THE BOARD



David Reeve
President



Stephan Onyango
Vice President



Richard Low
Treasurer



Moya Johnson
Secretary



Lori Harasem
Director



Graeme Dearden
Director



Ali Siees
Director



Heather Gauthier
Director

As we continue to navigate the challenges of today's world, community organizations are needed more than ever. The work we do together is not just important; it's vital to the well-being and strength of Lethbridge. At Volunteer Lethbridge, we are proud to be at the heart of this effort, connecting people and resources to create positive change in our community.

We are also continually inspired by the volunteers who dedicate their time and energy to making our community stronger. One volunteer recently shared:

"Volunteering with Volunteer Lethbridge has been a life-changing experience for me. It's a place where I've learned, grown, and built lasting relationships while contributing to the well-being of my community. It's not just about giving—it's about connecting and making a real difference." – Sarah T., Volunteer

Our team is committed to driving our mission forward, and with our newly developed Strategic Plan, we are excited about the opportunities that lie ahead. This plan will guide us toward greater impact, ensuring that we are responsive to the evolving needs of our community and positioning Volunteer Lethbridge for continued success.

As we move forward, we also want to take a moment to acknowledge and celebrate the tremendous contributions of our outgoing Executive Director, Amanda Jensen. Amanda has been an integral part of Volunteer Lethbridge, leading with vision, compassion, and dedication. While we are sad to see her go, we are excited about the future and the strong foundation she has helped build. Her leadership has set us on a path for continued growth and impact, and we wish her the best in her future endeavors.

None of this would be possible without our exceptional staff. Their dedication, passion, and tireless efforts are what make this organization thrive. We are incredibly grateful for their commitment to excellence and their unwavering focus on helping others.

Together, we will continue to make a difference in Lethbridge. Thank you for your ongoing support.

Warmest Regards,
The Board of Directors, Volunteer Lethbridge

STAFF



Shelley Ducheminsky
Office Manager



Nicole Bosh
Membership Manager



Jaixann Persigas
Volunteer Coordinator



Noah Bay
Operations & Human
Resources Coordinator



Ludwig Moelbert
Municipal Policy Advocate (Crooks) and
Year-End Campaign Coordinator (ICTC)



Amanda Jensen
Former Executive Director



Chelsea Eastman
Former Evaluation Manager



Camila Dias
Former Office Coordinator



Michelle McCann
Former Volunteer Coordinator



Raiyana Shams
YQL Neighbourhood Developer (CSJ)



Megan Gray
Fund Development Coordinator (CSJ)



Thomas Denness
Membership Assistant (CSJ)



Tobore Okome
Equity, Diversity, & Inclusion Support (CSJ)



Rori Ryan
Administrative Assistant (CSJ)

VOLUNTEER SPOTLIGHT



Talayna Ekelund
Community Volunteer

"No words can begin to exemplify the amazing work that the staff at Volunteer Lethbridge has and continues to do on a daily basis. From connecting individuals to ongoing opportunities to acknowledging the time and effort of self-less volunteers, there truly is no better organization that can offer so much in one space. Every opportunity I have had has come from the connections Volunteer Lethbridge have offered. The website they have makes signing up for events fast, easy, and convenient which allows me to try volunteering for new organizations/ events without feeling obligated to commit to just one. There are so many amazing non-profits in and around Lethbridge and Volunteer Lethbridge

has given me the opportunity to meet and get involved with the organizations I love helping with. The staff at Volunteer Lethbridge are well informed and make the volunteer process a fun and easy way to get more involved within your community. I encourage everyone to utilize these amazing services!"



Shima Asghari
Office Volunteer

"There are so many things I love about volunteering. Back home I did a lot of volunteering- I am the kind of person that wants to be involved in advocacy and to create an impact on our community through service. When I came to Canada, I immediately started volunteering as a student. With some help, we established the Persian Club at the University of Lethbridge! I also volunteered as a GSA representative! My family- my husband- loves volunteering. We connected with a senior through the Keep In Touch program during Covid and it helped us to feel less lonely here. The community served us back! Giving back to the community and building connections has made us feel at home."

MEMBER ORGANIZATIONS

- 5th on 5th Youth Services
- Ability Resource Centre
- Deaf & Hear Alberta
- Allied Arts Council of Lethbridge
- ACFA Regionale de Lethbridge
- BGC Lethbridge
- Big Brothers Big Sisters of Lethbridge and District
- BIPOC Foundation
- Branches Community Arts Program
- Building Brains Together
- Canadian Association of Disabled Skiing – Calgary
- Canadian Blood Services
- Canadian Cancer Society
- Chinook Autism Society
- Career Transitions
- Chinook Sexual Assault Centre
- Chinook Regional Hospital Foundation
- Extendicare Fairmont Park
- Family Centre
- Flexibility Learning Systems
- Friends of the Helen Schuler Nature Centre
- Galt Museum & Archives
- Good Samaritan Society- Park Meadows Village and Cottages
- Good Samaritan West Highlands Centre & Estates
- Green Acres Foundation
- Alberta Rose Lodge
- Black Rock Terrace
- Blue Sky
- Garden View Lodge
- Golden Acres
- Heritage Lodge
- Pemmican Lodge
- Harambee Lethbridge
- Helen Schuler Nature Centre
- Hungarian Canadian Old Timer Society of Lethbridge
- Hungarian Cultural Society of Southern Alberta
- Inclusion Lethbridge Association
- Interfaith Food Bank
- Kidney Foundation
- Lethbridge and District Horticultural Society
- Lethbridge Family Services Immigrant Services
- Lethbridge Folk Club
- Lethbridge Food Bank
- Leftovers Food Foundation
- Lethbridge Jazz Society
- Lethbridge Public Library
- Lethbridge Shakespeare Performance Society
- Lethbridge Senior Citizens Organization (LSCO)
- Lethbridge Soccer Association
- Lethbridge Symphony Association
- Lethbridge Therapeutic Riding Association
- MADD Lethbridge and Area
- Martha Retreat Centre Society
- MyCityCare
- Nord-Bridge Senior Centre
- Oldman Watershed Council
- Opokaa'sin Early Intervention Society
- Parks Canada – Waterton Lakes National Park
- Peak Vocational and Support Services
- Primo Music Association
- Rotary Club
- Salvation Army Lethbridge
- SAIPA - Southern Alberta Individualized Planning Association
- Southern Alberta Art Gallery
- Southern Alberta Crime Stoppers
- Southern Alberta Ethnic Association
- St. John Ambulance Lethbridge
- Streets Alive Mission
- Tetra Society of North America
- Twin Butte Community Hall
- The Lethbridge Twinning Society
- United For Literacy
- United Way of Lethbridge & Southwestern Alberta
- Womanspace Resource Centre
- YMCA of Lethbridge
- Youth One
- YWCA Lethbridge & District

MEMBERSHIP REPORT

VL would like to gratefully acknowledge and recognize our member organizations. Your dedication and commitment to volunteerism has an invaluable impact in our community.

VL's goal is to continue to grow and diversify the services we offer non-profits across Southern Alberta. Whether it is training and resources or networking opportunities, we want to help strengthen and nurture growth.

VL was thrilled to introduce you to our newly revamped website in 2024. We added features specially designed to bridge the gap between dedicated volunteers and organizations. We wanted you to be able to easily manage your organization's profile and post volunteer opportunities for enthusiastic community members. Potential volunteers can quickly discover the opportunities available and members gained more exposure to a broader audience passionate about making a difference.



WE ARE EXCITED TO BUILD UPON OUR SUCCESS THROUGHOUT THE UPCOMING YEAR



Through our recruitment Volunteer Lethbridge's website reaches hundreds of potential volunteers every year. We enhanced this with our volunteer column promotion along with social media posts that directly promoted volunteer roles in need. Increased visibility is also one of reasons we expanded the number of Volunteer Expos we offered in the community throughout 2024. The Summer Volunteer Expo along with expos on campus at Lethbridge Polytechnic and the University of Lethbridge created opportunities for organizations to meet community members in person to promote their volunteer needs to a wider audience.

We heard that organizations appreciate programs that help improve their volunteer programs and keep staff informed. This year we tried to offer a variety of programs to meet that need. In the Spring Volunteer Lethbridge was excited to partner with the Lethbridge Police Service (LPS) to offer an information and training session on the new online system for Police Information Checks (PICS). Alyson Dunsmore, LPS Police Information Check Unit, presented invaluable information specific to volunteer applications. In June members had an opportunity to learn more about Work Integrated Learning opportunities available on campus at Lethbridge Polytechnic. In the Fall Servus Credit Union offered an information session on how to identify and protect yourself and your organization from fraud.

MEMBER TESTIMONIAL

"Volunteer Lethbridge makes a significant difference to our ability to function as a charitable organization and to operate our income tax clinic. The staff are knowledgeable, quite helpful, and very nice! Over the years, Volunteer Lethbridge has provided Womanspace Resource Centre with many great tax clinic volunteers and skilled board members. The onboarding process is much easier as volunteers have been matched with us and have been vetted prior to working with us. Volunteer Lethbridge also supports its member organizations with relevant workshops, funding opportunities, connections with other organizations, volunteer appreciation events, and by promoting our work and volunteer needs in the community.

Without Volunteer Lethbridge, Womanspace would have a very difficult time maintaining our stability as an organization and providing much needed services for people of Lethbridge and surrounding communities."

Sincerely,

Jacqueline Preyde

Womanspace Resource Centre



PARTNERS

Volunteer Lethbridge is honoured to be part of Christmas Hope. We are proud to be a part of this multi-agency campaign with the goal that the hope and spirit of Christmas is felt by every member of the community.



Christmas Hope is a collaboration of six agencies that work to ensure that less-fortunate members of our community get everything they need to feel hope and joy during the Christmas season.

The Christmas Hope partnership is comprised of Interfaith Food Bank, Lethbridge Food Bank, Lethbridge Family Services, Volunteer Lethbridge, The Salvation Army, and MyCityCare. This partnership strives to make the most of resources and donations while reducing duplication of services.

In 2024 Christmas Hope served over 6200 babies, children, and teens, and over 3000 adults this year, which is just under 9250 individuals in Lethbridge and area. While numbers did not quite hit projected numbers (6500 children and 3500 adults), the figures reflect an increase of 83 Toy Bundles and 128 Hampers helping local families in comparison to last year. In total, over 13,809 service interactions were provided by the partners. With the increase in need all Christmas Hope partners are looking for support through the new year to continue their missions. Almost 1300 volunteers donated over 11,850 hours of work during the month of December.

VL partnered with JustServe for three major events in 2024, engaging 328 students and community members. These events, hosted at the Galt Museum, Lethbridge Polytechnic, and the University of Lethbridge, provided valuable opportunities for individuals to connect with meaningful volunteer experiences.



INNOVATIVE VOLUNTEER MANAGEMENT

A Streamlined Approach to Volunteer Engagement

Launched in 2021, the Community Volunteer Management Model (CVMM) is an innovative system designed to efficiently connect volunteers with nonprofit organizations. This model reduces onboarding time for organizations while allowing volunteers to access multiple opportunities using a single application form and screening process. In February 2024, we launched a new website where member organizations can promote volunteer opportunities, making it easier for volunteers to explore and apply for positions.

Looking Ahead to 2025

VL is dedicated to enhancing volunteer accessibility and engagement in 2025 and beyond. Plans include further updating the volunteer application form to ensure it is more inclusive, user-friendly, and accessible to a diverse range of volunteers. Additionally, SAGE recommendations will be implemented to expand and improve the CVMM, strengthening its impact. By refining processes, deepening community connections, and enhancing volunteer engagement, VL remains committed to fostering a thriving culture of volunteerism in the years ahead.

2024 Successes

- The online application was streamlined to reduce volunteer confusion and onboarding delays.
- Reference check and Police Information Check policies were updated to ensure consistency and provide clear guidelines for handling complex cases.

Key Statistics (2024 vs 2023)



Strengthening Volunteerism

For Volunteers

- Easy access to hundreds of opportunities
- Freedom to choose roles that match their interests
- Support in navigating the volunteer process

For Nonprofits

- Increased visibility for their volunteer needs
- Reverse Referrals: Organizations can refer volunteers back to VL for screening assistance, such as Police Information Checks
- Access to a centralized platform for recruiting and managing volunteers

For Students & Career Development

- University and LP classes are now more connected to nonprofits
- Volunteering provides skills, experience, and career pathway opportunities

DIGITAL & IN-PRINT PRESENCE

Social Audience



Followers +4%
Visits -3%
Reach +80%



Followers +5%
Visits -5%
Reach +87%

E-Campaigns

Donors: 523 Subscribers
Volunteers: 2201 Subscribers
Newsletter: 532 Subscribers
Total: 3256

NonProfit Builder

Our e-newsletter is distributed once a month with sector news and events. In 2024, both the audience and engagement increased.

+27% Subscribers

+6% Click rate

Our Socials



@volunteer-lethbridge



@volunteerlethbridge



@volunteerlethbridge3813



@volunteerlethbridge

In-Person Presence

8 Presentations Provided

19 Community Events Attended

The Lethbridge Herald continues to donate space to feature Agency of the Week. VL member organizations are promoted weekly in the newspaper with a description of the organization and how the community can help.

LETHBRIDGE
Herald

The volunteer column appears every Tuesday in the Lethbridge Herald and is emailed out to community members featuring member organization volunteer opportunities.

VL provides additional promotion within our social media for our member organizations to highlight their fantastic work in our community.

Member Mondays:

Our members are featured on our social media every Monday with a brief description of the organization and logo

Team Tuesday:

Various volunteer opportunities are promoted

Talked About Thursdays:

A space to highlight members special events taking place

Shout Out Saturdays:

Recognize individuals or groups for their volunteer efforts

www.VolunteerLethbridge.com

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2024 YEAR-END FUNDRAISING CAMPAIGN

The Giving Campaign focused on re-engaging donors and raising funds to support volunteer recruitment, placement, and recognition, with a highlighted cost of \$21 per volunteer.

Key Achievements

- Funds Raised: **\$5,902** (Goal: \$10,000).
- Scotiabank Matching Donation: \$2,000 matched on Giving Tuesday, totaling **\$4,000**.
- Added **3,000+** new contacts to our Mailchimp audience.
- The Penny Coffee House hosted a donation station, making giving more accessible.



Impact & Future Growth



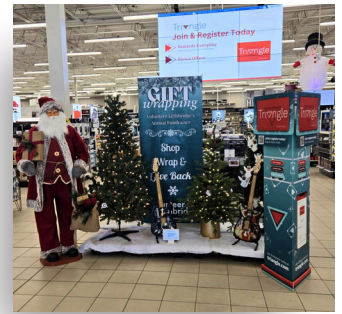
Our Year-End Campaign successfully reconnected with donors, strengthened community partnerships, and laid the foundation for future fundraising efforts. Led by Ludwig, a former student intern turned full-time staff member, and supported by senior staff and consultants, this initiative showcased the power of mentorship, collaboration, and community engagement in sustaining Volunteer Lethbridge's mission.

EVENT HIGHLIGHTS

82
Volunteers!

Gift Wrapping

VL organized the Gift Wrapping Station at *Canadian Tire South* for its 10th year, marking the first time at this location. This fundraiser offered giftwrapping and excellent customer service to Canadian Tire patrons and the broader community.



ABNN Gathering

VL was pleased to host the Alberta NonProfit Network Gathering, and Alberta Arts, Culture, and Status of Women NonProfit Workforce Strategy Engagement at our 2024 Annual General Meeting. This exciting gathering took place at the Sandman Signature Lethbridge Lodge and provided participants with a unique chance to connect with like-minded individuals, industry professionals, and stakeholders in the nonprofit sector for two days filled with engaging conversations, thought-provoking presentations, and exciting possibilities. Participants heard presentations from the Calgary Chamber of Voluntary Organizations highlighting the Facing the Storm: State of the Nonprofit Sector Report 2023 as well as Alberta Arts, Culture, and Status of Women on Alberta Nonprofit Workforce Engagement.



EVENT HIGHLIGHTS



Kindness Week

During Kindness Week, VL celebrated by sharing coffee and treats with students, delivering Valentine's cards to seniors, and thanking nonprofit members with treat bags, recognizing the dedication of volunteers who make a difference.

Summer Volunteer Expo

In partnership with *JustServe*, VL hosted the Summer Volunteer Expo at the *Galt Museum and Archives* Viewing Gallery, with support from *Tim Hortons* providing coffee and Timbits. Twenty organizations participated, creating a valuable opportunity for nonprofits to connect, collaborate, and strengthen community volunteerism.



Nonprofit Appreciation Bowling Night

In August, VL hosted a Nonprofit Appreciation Bowling Night to celebrate the dedication of nonprofit staff and volunteers. With 57 attendees enjoying free bowling, pizza, and prize draws, the event fostered team building, networking, and gratitude for their invaluable contributions to the community.

International Volunteer Managers Day

On November 5, VL celebrated International Volunteer Managers Day with a sponsored breakfast at *StreetSide Eatery*, bringing together 30 members to recognize their vital role in the community. With an inspiring presentation by *Kimberly Lyall* and support from *Servus Credit Union*, the event honoured the dedication of volunteer managers and explored the evolving landscape of volunteerism.



International Volunteer Day



On December 5, VL celebrated International Volunteer Day with the theme "Diverse Volunteers, Stronger Communities." Volunteers were thanked for their contributions with complimentary sodas at *The Soda Mill*, recognizing their vital role in strengthening our community.

EVENT HIGHLIGHTS

Team Lethbridge

In November 2024, Executive Director Amanda Jensen joined Team Lethbridge in Edmonton to highlight the nonprofit sector's critical role in Alberta. Nonprofits address food security, immigrant settlement, senior care, arts, and environmental sustainability, yet nearly 50% are volunteer-run, and paid staff face growing financial strain.

The Sector's Challenges



78%

Women



47%

Immigrants



36%

Visible Minorities

-16%

Lower wages than the Provincial average of \$61,045

VL partnered with the Nonprofit Chamber and United Way of South Western Alberta to advocate for fair wages, sustainable funding, and strong community networks. Through the CVMM and our policy advocacy, we work to strengthen Alberta's nonprofit sector and ensure its long-term success.



InWithForward

VL had a fantastic time meeting with Volunteer Alberta and InWithForward staff in August. InWithForward and Volunteer Alberta are collaborating on an initiative called (Re)Engaged: Volunteerism From the Ground Up. They are investigating what volunteerism, and much more broadly, community contribution, looks like today in the lives of Albertans.



They are curious about statistics that show a decline in formal volunteering and have been using ethnographic research methods - spending time with people in their own contexts, in communities across Alberta. They have spoken with Fairview, Edmonton and Lethbridge residents to understand and imagine how volunteerism and contribution might look in the future and what opportunities exist.

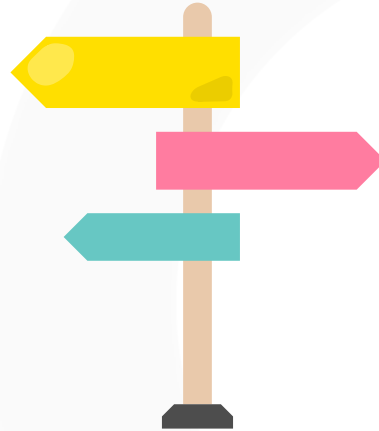
National Volunteer Week (NVW)

A TIME TO CELEBRATE ALL THE WONDERFUL VOLUNTEERS IN OUR COMMUNITY AND BEYOND!

The theme was Every Moment Matters where we celebrated every volunteer and each contribution they make at a moment when we all need support more than ever. Our NVW Events began with a flag raising at Lethbridge City Hall to mark the start of this important week! Amazing Lethbridge Family Service volunteers spoke about their volunteer experiences as new Canadians and what volunteerism means to them. The following day we hosted a luncheon talking about the importance of living wages in the nonprofit sector. We offered goody bags for members to thank their volunteers. The week ended with a free matinee and popcorn at the Movie Mill.

NATIONAL VOLUNTEER ACTION STRATEGY

Volunteerism remains a vital part of community engagement and civic life in Canada. However, changing societal priorities, volunteer burnout, and declining participation rates present new challenges. In response, Volunteer Canada is spearheading the development of a National Volunteer Action Strategy to revitalize and modernize volunteerism across the country.



The Need for Action

Changing Work & Lifestyle Patterns

Hybrid work models and financial pressures impact people's ability to volunteer.

Declining Volunteer Rates

Many organizations report fewer volunteers returning post-pandemic.

Lack of Coordination

Without a national strategy, volunteerism remains fragmented and inconsistent across regions.

The Road Ahead

The National Volunteer Action Strategy will provide a structured framework to rebuild, support, and sustain volunteerism in Canada. By fostering inclusivity, innovation, and collaboration, this initiative aims to strengthen communities, increase civic engagement, and ensure that volunteerism remains a vital part of Canadian life.

BUILD BELONGING AND INCLUSION BY OPTIMIZING AND FUTUREPROOFING VOLUNTEERING SO THAT EVERYONE IN CANADA CAN PARTICIPATE AND BENEFIT

Enhanced Volunteering & Participation Infrastructure:

The National Volunteer Action Strategy will establish a comprehensive framework to ensure volunteering is recognized, supported, and sustainably resourced across government and organizations. This includes policy development, research, technology, and funding to enhance volunteer recruitment, retention, and management while building long-term capacity for the sector.

Sustained Community & Social Wellbeing and Resilience:

Maximizing the benefits of volunteering fosters healthier, more engaged, and skilled communities ready to address Canada's pressing challenges. The National Volunteer Action Strategy aims to build inclusive, connected, and resilient communities by strengthening participation and collective action.

Find out more here:
<https://volunteerstrategy.ca/>

Increased Accessibility & Inclusivity of the Volunteer Experience:

To reverse declining volunteer rates, the National Volunteer Action Strategy will address barriers to participation and recognize diverse forms of volunteerism. By enhancing accessibility and inclusivity, it will ensure that everyone can contribute meaningfully, benefit from volunteering, and be celebrated for their impact.

SPONSORS

Major Sponsors



Media Sponsors



Program & Event Sponsors



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Heather Loewen
Ronald Hegdahl
Amanda Jensen
Tolu Balogun
Kimberly Lyall
Martha Mathurin Moe

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Lori Harasem
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